

The Sabre logo is displayed in a white, bold, sans-serif font. It is positioned on the left side of the main title area, which is set against a background of a globe with a network overlay. A vertical red line is located to the right of the logo.

# Sabre Corporation has no reservations about Cybersecurity with Mimecast Awareness Training

## Customer Vision

Sabre Corporation is a leading software and technology company that powers the global travel industry, serving a wide range of travel companies including airlines, hoteliers, travel agencies and other suppliers. Tanner Trigg, principal security business operations at Sabre, describes the company's mission as securing technology travel for the future. To accomplish this, he knew he needed to make cybersecurity a daily priority for the company's nearly 10,000 employees, rather than an afterthought – and he partnered with Mimecast for help.

## Customer Strategy

Trigg says, "Prior to Mimecast we were using cybersecurity awareness training from other companies, but it was only distributed annually or during new hire training. While they checked the compliance box for us, we found our employees would forget what they learned within a few months of the training. We needed a solution that would help them consciously bring security into their daily work routine."

### At a Glance:

Sabre Corporation is a software and technology company that powers the global travel industry.

### Problem:

Sabre was conducting formal cybersecurity awareness training annually or upon new hire, and the cybersecurity team was finding this approach ineffective. Employees would forget what they learned within a few months of completing the training, leading to easily avoidable cybersecurity issues such as employees using weak passwords, clicking on malicious links in phishing emails and connecting to insecure WiFi.

### Solution:

Mimecast Awareness Training.

### Benefits:

- Monthly training keeps cybersecurity front and center for employees.
- Two-minute training videos retain employees' attention.
- Humorous and engaging content gets employees to remember the underlying themes and messages and put them into practice every day.
- The combination of training frequency and content has helped Sabre accomplish its mission of being a security-minded company.

Trigg evaluated several cybersecurity awareness training providers before selecting Mimecast for the job. “We have a million different trainings to attend, and the last thing our employees need is another traditional program,” says Trigg. “Other training solutions we looked at were just too long – even a five-minute video will lose employees’ attention.

Mimecast Awareness Training stood out immediately, with a monthly offering of two-minute videos full of funny, enjoyable content. It didn’t feel like training at all. It was a perfect fit for us.”

### **Customer Outcome**

Trigg notes that, prior to Mimecast, the IT team was constantly dealing with employees using weak passwords, clicking on malicious links in phishing emails and connecting to insecure WiFi networks. He attributes most of these issues to the fact that annual cybersecurity training wasn’t enough to keep employees thinking about security. Since deploying Mimecast, this has changed.

“Mimecast Awareness Training is so much more than a compliance check for us,” Trigg says. “It has transformed our training program. The monthly frequency provides constant reinforcement for employees, and the content has been a huge hit. Our employees love the training videos, and because they are so funny, the underlying messages stick with them.”

He concludes: “Mimecast Awareness Training has helped us accomplish our mission of always being a security-minded organization that builds security into all business processes, rather than leaving it as an afterthought. I believe Mimecast has significantly improved the security makeup of our company.

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